

NIH Help Desk Monthly Summary Report

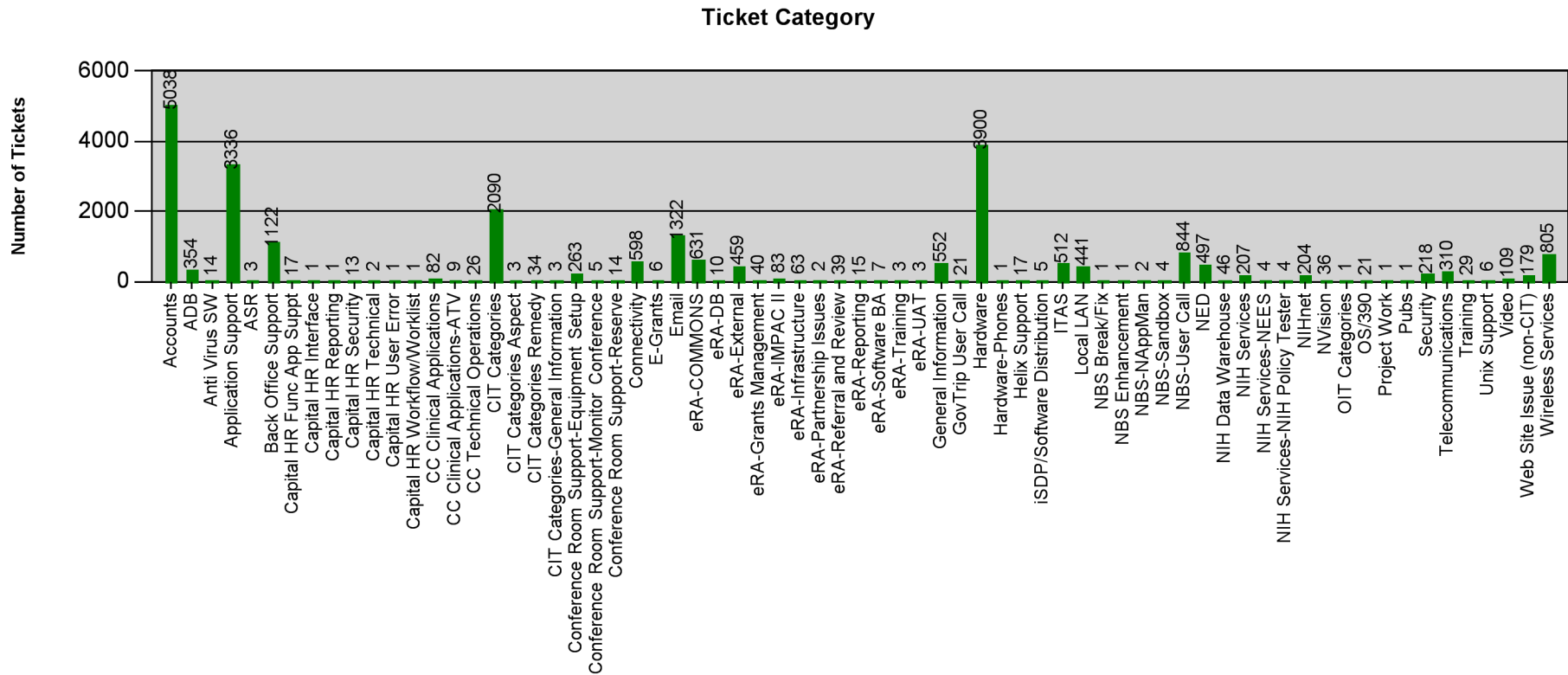


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 7:00:08 AM

Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 24692



NIH Help Desk Monthly Summary Report

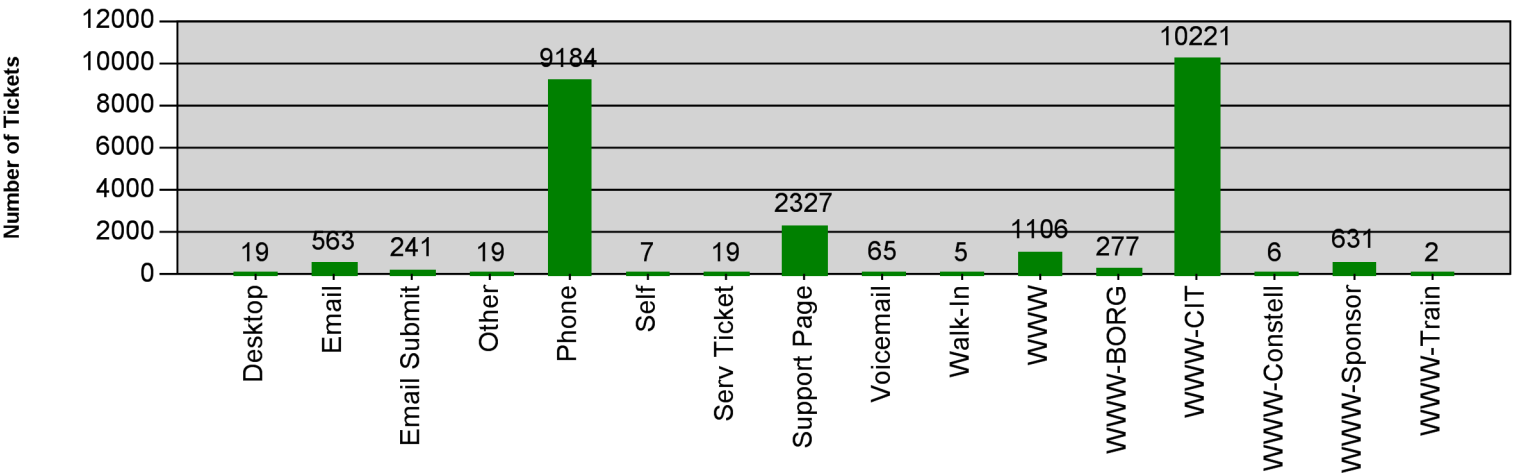


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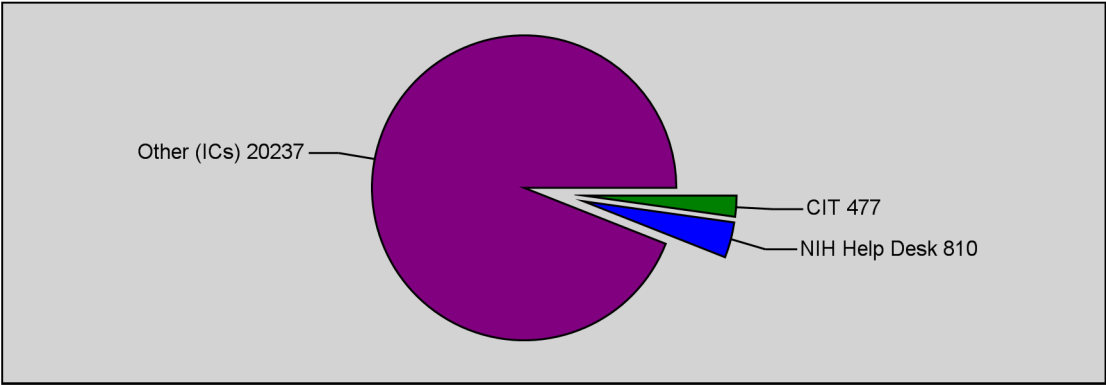
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Tickets by Category, Sources, Tickets Closed and Unresolved

Total Tickets: 21524

* NOTE: - includes closed no response

Tickets Closed



CIT	477	1.93 %
NIH Help Desk	810	3.28 %
Other (ICs)	20237	81.96 %
Total:	24692	100.00 %

Tickets assigned to and closed by the NIH Help Desk, other CIT divisions, and Other (ICs)
These tickets were Opened and Closed within the selected period.

Total Tickets Still Open: 2439

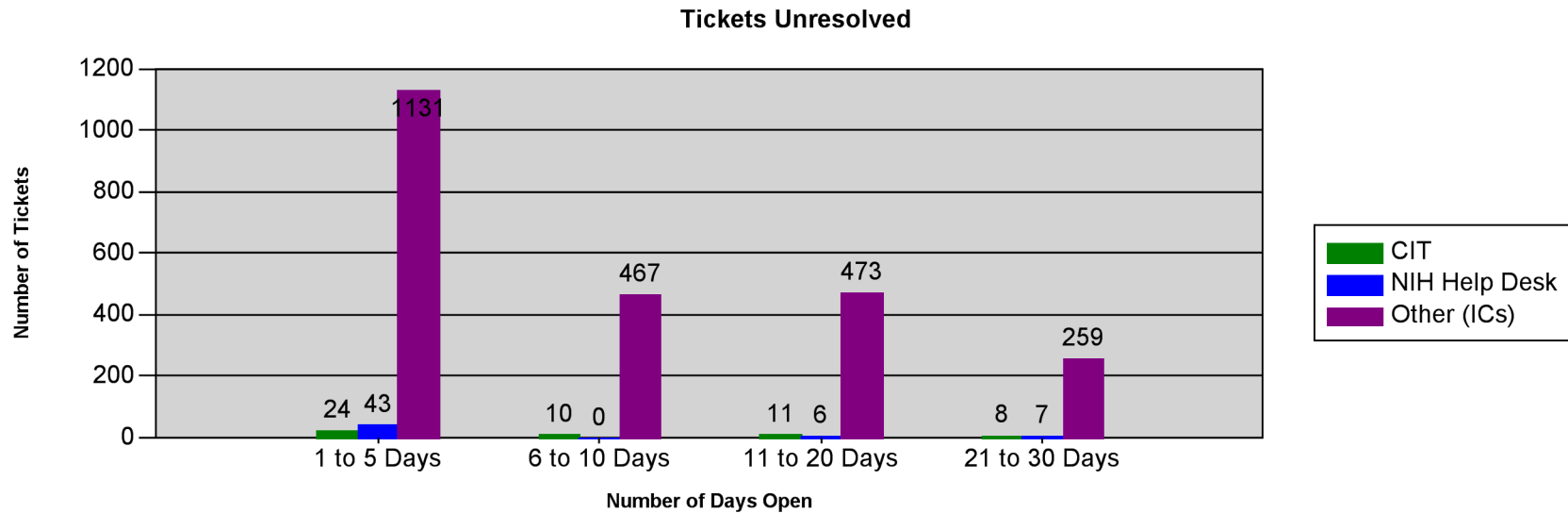
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Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.